

WOCRC

Bringing Care and Community Together



ANNUAL REPORT

2022 - 2023

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For the Western Ottawa Community Resource Centre (WOCRC), 2022 - 2023 has seen a welcome return to increased in-person programs and services. Embracing our core values of innovation and partnership, we have built on the practices that were explored during the pandemic, improving access to both in-person and online programs and services. Through the lingering effects of isolation measures, job losses and changes in people's routines, WOCRC has continued to be a key community resource,

nimbly aligning our programs and services to the changing needs of our community.

We have been able to return to spaces that were inaccessible during the pandemic and have grown to offer programs and services in new locations, especially across rural west Ottawa. We have enjoyed welcoming back so many familiar faces and meeting many new folks who are coming to the Centre for the first time.

This year has been a year full of community consultation, advocacy and realignment of our programs and services as we navigate this post-pandemic landscape. WOCRC has embraced our relationships with the communities we serve, expanding our community engagement practices, hosting community conversations, seeking feedback and input from our clients and working together with community leaders.

We have been collaborating with many community partners, and our leadership of the Ontario Health Teams is part of the transformation of the Ontario Health Care System. Together with many cross-sector partners, we've been focusing on systemic improvements that will provide better outcomes for older adults with chronic health conditions and for clients throughout the Mental Health and Substance Use health systems.

This year saw our team embark on a new project redesigning our space in Bells Corners, enhancing our service capacity through partnership and the building of a new commercial kitchen. Named Hollyer House after a local resident, this project is a partnership between WOCRC, Christ Church

Bells Corners, the Anglican Diocese and the FAMSAC Food Cupboard. We look forward to re-opening this space as a micro service hub anchored by our Community Support Services team, who provide a range of programs and services for older adults. We are excited to be leveraging this space to better support folks experiencing food insecurity. Hollyer House will be very impactful for the community as a whole and we look forward to seeing it grow as we develop new food-focused programs and services in the coming year.

None of these successes would have been possible without the fantastic staff, volunteers, partners, and donors who contribute to the collective impact of the WOCRC. Our dedicated team of over 100 employees, and just as many caring volunteers, put their time and energy into passionately serving community members and creating a warm and welcoming environment for all.

It continues to be a pleasure, an honour and a privilege to serve on behalf of the Western Ottawa Community Resource Centre.



Leigh Couture
Executive Director



Mike Brown
Chair, Board of Directors



Our Vision

Healthy, inclusive, vibrant and resilient communities in Western Ottawa.

Our Mission

The Western Ottawa Community Resource Centre promotes health, safety and wellness in our communities. We provide individuals and families with, and connect them to, community, social and health services across the region.





The WOCRC offers health, social services, and programs to benefit individuals of all ages in far west Ottawa.

Community Support Services (CSS)

The Community Support Services program is committed to helping older adults and adults with a disability live independent, active and meaningful lives. Some of the services include Meals on Wheels, Transportation, and an Adult Day Program for adults with a confirmed diagnosis of dementia.

Violence Against Women (VAW)

The Violence Against Women program offers individual support, information and referral, short-term / crisis counselling, advocacy, transitional and housing support and groups for women experiencing gender-based violence. The VAW program also provides individual and group support to children who have witnessed violence.

Chrysalis House (CH)

Chrysalis House is a safe and secure 25-bed shelter in Western Ottawa. It is a place where any self identified woman or gender diverse individual over the age of 16 can go to protect themselves and their dependants from violence and abuse. In this supportive environment, an individual can focus on their personal needs and choices, as well as on their dependants' needs. Chrysalis House offers a crisis phone line 24 hours/day at 613-591-5901.

Chrysalis House is pleased to provide services to cis and trans women, two-spirit, non-binary and gender diverse people of diverse ages, cultures, race, sexual orientations and abilities. Chrysalis House is an accessible building and service.

Counselling Services Team (CST)

The Counselling Services Team provides free and confidential short-term counselling, crisis walk-in, phone support, and information and referrals.

EarlyON Child and Family Centre

Our EarlyON Child and Family Centre Team provides a variety of free programs and services for children from birth to six years along with their parents and caregivers in Kanata, West Carleton, and Stittsville. Services include drop-in playgroups, workshops, toy libraries and special events. The EarlyON team also offers information and referral navigation services.

Community Development (CD)

Community Development is a key approach to health promotion, working in partnership across sectors and alongside coalitions, networks, and communities to identify and address local issues in the diverse areas of Western Ottawa with a particular focus on supporting our rural communities. Community Developers collaborate with staff, residents, and organizations to develop and advocate for services, policies and projects that take action on the social determinants of health, such as food security, access to transportation, early childhood development, housing, feeling safe, and being engaged.

Children, Youth and Families

The WOCRC presents children, youth, and families with a wide range of programs that provide coping and learning skills for a variety of issues. Programs include Homework Club, The ZONE Youth Drop-In, The ZONE PLUS Youth Drop-In, Queerios LGBTQ+ Youth Drop-In and workshops for parents and community partners.



The WOCRC has four core deeply held beliefs, which guide our approach to serving our community and are demonstrated through our day-to-day interactions with clients, partners, volunteers, members, and staff.

Empowerment

We believe that people have the right to make their own choices, and take control, individually and collectively, of their lives.

Therefore, we are committed to providing information and resources, which will enable people to make informed decisions.

We are dedicated to creating an environment where people participate in activities that promote social change.

Equity

We believe that dignity, respect and justice are rights of all people regardless of age, language, race, ethnicity, culture, religion, ability, gender, gender identity, gender expression, income, geographical location or sexual orientation.

We acknowledge that there are systemic, social and cultural barriers that prevent people from having equal access to resources and opportunities.

Therefore, we are committed to recognizing and addressing barriers such as violence, poverty, isolation, exclusion, oppression and discrimination, so as to enable people to reach their full potential.

Partnership

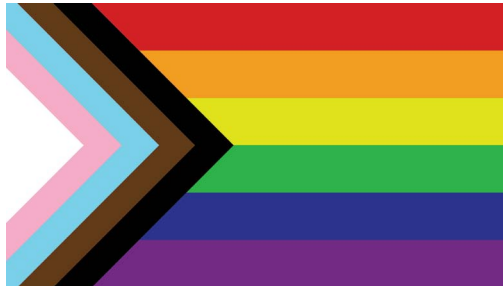
We believe that by working together we can achieve more than we can on our own.

Therefore, we are committed to creating partnerships with individuals and groups that build on equality, respect, integrity, accountability and responsibility. We will engage with others in a supportive, non-judgmental environment where everyone can share knowledge, experience, strengths, and skills.

Innovation

We believe that we will transform our vision into reality by developing innovative solutions to the complex and diverse issues facing our community.

Therefore, we are committed to creating a learning culture that is flexible, dynamic, embraces change and encourages evolutionary thinking. We are dedicated to sharing our learning, knowledge and best practices for the benefit of the people with whom we interact.





Capacity Development has a suburban/urban/rural focus, serving all ages from newborns to older adults incorporating Social Determinants of Health and Equity and Inclusion.

Identifying community issues and developing strategies to address these issues helps to improve community health, wellness, and connectedness.

Highlights include:

Hosting six Community Conversations in West Carleton, Richmond, and Kanata. Each of these averaged 20 participants. The faith community, community organizations, community leaders, government, educational institutions, Ottawa Public Library, and service clubs identified key priorities. These priorities included mental health under 25, mental health over 25, housing affordability, education gaps, poverty, and food security.

Other events include:

1. The Rural Youth Employment and Resource Fair with 120 Attendees, the Richmond Fair, and the Richmond Family Fun Day with over 200 interactions. Priorities identified via surveys, and conversations included youth mental health, anxiety prevention, and more youth events (cooking, arts, etc.). Community Table meetings increased communities' awareness of collective programs and services
2. West Carleton events included Bay Days with over 100 interactions and the Constance Bay Youth Baking Events – Two holiday-themed youth baking events hosted at the Constance Bay Community Centre in partnership with local community leaders, with attendance averaging 14 youth.



3. Supported the Stittsville Affordable Housing Task Group in creating an affordable housing needs assessment survey. Contributed to two online affordable housing sessions led by councillor Glen Gower with 40 attendees at the first session and 10 attendees at the second. Promoted Bill 23 & its impact on the Ottawa Planning webinar with over 70 community partners and residents.
4. The Capacity Development team helped lead WOCRC's outreach regarding Bill 23, engaging community partners, working with the Capacity Development Network to coordinate efforts, and sending out emails to over 50 residents.
5. The Capacity Development team sits on a number of community and resident-led committees and networks including the monthly Rural Ottawa Youth Mental Health Collective averaging 12 attendees, the monthly Rural Transportation Solutions averaging 8 attendees, and the bi-monthly Rural Issues Collective averaging 11 attendees.



The Rural Youth Employment and Resource Fair



This year, the EarlyON team focused on strengthening our community connections and expanding our regular programs and locations. We participated in various events such as the Constance Bay Santa Claus Parade and the Carp Winter Fair, as well as represented our services at the Stittsville Multi-Culture Day and Bay Day (Constance Bay). The team's network of community partners was strengthened with the return of OCCSC multicultural playgroup and Storytime at Chapters in Kanata Centrum. The return of the Family Fun Day event allowed families to engage with other families and the community while learning about valuable resources.

We were able to expand into different locations and include a variety of programs, allowing us to provide high-quality programs to both returning and new communities. Musical Adventure Storytime saw great success in Bridlewood, providing a regularly scheduled indoor program to this community for the first time since the start of the pandemic.

Park Pals/Little Movers is another great success, promoting physical literacy, active living in families, encouraging families to play outdoors and continuing to be active during the winter months.



The EarlyON team 2023

Our team grew in strength and knowledge with the valuable presence of our Professional Learning Leader (PLL). The PLL pilot has four main priorities: Anti-racism & inclusive practices, Incorporating Indigenous perspectives & pedagogies, Mental health & well-being, and Supporting children with special needs. The pilot project goal was to lay a foundation for sector-wide professional learning within home childcare, centres and EarlyONs across Ottawa.

The PLL has led productive discussions around the priorities during team meetings and invited other professionals to come lead on topics of indigenous pedagogies, supporting autistic children & families, and promoting team well-being with a pottery event.

These initiatives have improved our overall dynamic and resulted in improved quality of service. As we move forward, we feel confident and strong in our ability to provide support to those in our community.



The Toys ON Tour van and setup 2023



Community Support Services provided Meals on Wheels, Medical Transportation, Going Home programming, Telephone Assurance, and Virtual Programming throughout the pandemic.

As April approached, staff began to plan programs based on conversations with older adults (55+) and adults with disabilities. The most common responses were a need for foot care clinics, a return to Fresh Hot Meals delivery five days a week, and Diners' Clubs.

Many folks were still reluctant to leave their homes and had appointments with their physicians by phone.

Virtual programming and telephone assurance continue to be a lifeline for isolated seniors in our community.

With the opportunity to do porch visits, staff has found that older adults are experiencing decreased cognitive abilities and mobility challenges. This has resulted in additional planning and support to assist clients in acquiring services that meet their needs.

April 20, 2022, saw the return of a weekly foot care clinic at MacNeil Court. These clinics are very well received and are at capacity every week. In March 2023,

CSS staff made plans to open another clinic at Nepean Sportsplex twice monthly. The goal is to provide two foot care clinics in our catchment area.

Fresh Hot Meals are currently delivered three days per week to fifty-five clients. The provider has capped this service due to capacity.

Diners' Clubs reopened in September 2022, with two events monthly in Kanata and one event per month in West Carleton.

The programs received 1,054 referrals through CareDove, and with additional referrals, Service Coordinators completed and admitted 1,923 older adults and adults with disabilities for service, with 160 intakes per month, or approximately 40 new clients admitted weekly.

Meals on Wheels Volunteers delivered 32,091 meals throughout the year!

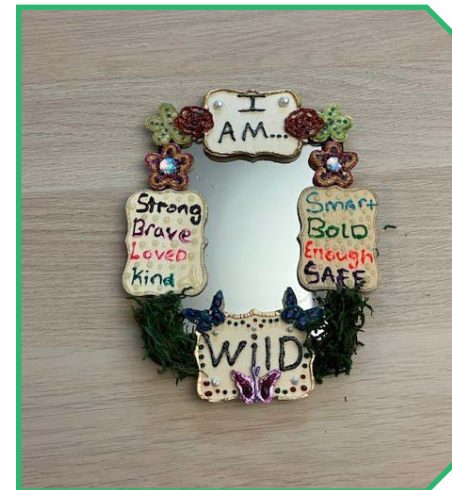
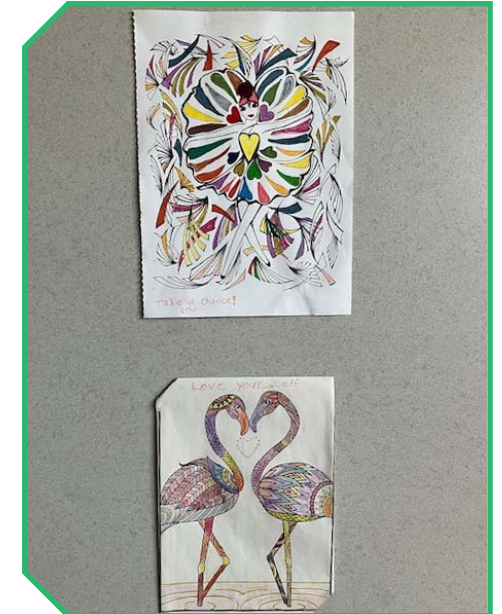
Transportation paid drivers and volunteers provided a ride to and from appointments for 448 folks. The total number of drives provided was 5,964.

A special thank you to Volunteers supporting these programs and staff members who have gone the extra mile to meet the needs of the folks' weekly support!



The pandemic has been extremely challenging for Chrysalis House clients.

This year, we want to highlight the strength, resiliency, kindness and hope of our clients through their own pictures and words.





Each year, the WOCRC accepts nominations for the Eva James Award, an award established to recognize a volunteer who best personifies the commitment exemplified by Eva James. Eva was a dedicated community volunteer who passed away suddenly in 1995. She enthusiastically volunteered in our community for over 15 years and was one of the key people who helped to create the Western Ottawa Community Resource Centre.

This year's winner was nominated by Jennifer Jones and Emily Moses from the Adult Day Program, and both were on hand to honour and present the award to Brendan Walsh.

Brendan Walsh

Brendan has been an active volunteer with the Adult Day Program since July 2016. Brendan has provided over 1500 hours and he continues to volunteer for a full day each week.

Brendan's volunteer role is a direct client support role. The Adult Day Program volunteers assist staff in engaging, encouraging, and interacting with persons living with dementia who attend the Day Program. Brendan often goes beyond the scope of a volunteer to facilitate activities and presentations. He supports staff to ensure clients safety and comfort while attending to their

needs. Brendan has established a positive rapport with our clients and their care partners. They always look forward to seeing him each week. Providing social and respite services allows our community members to remain in their homes longer, Brendan has provided many hours of care to those living with dementia and their care partners. We hear their appreciation every time they arrive at the Day program.

Brendan is a volunteer who goes out of his way to make a new client feel very welcomed when joining our program. Brendan has a great sense of humour, and a calm and patient manner with our clients. We can count on Brendan to fulfill his volunteer commitment. Here are some ways that Brendan has gone above and beyond for the clients:

During the pandemic and the closure of our in-person programming, Brendan stepped up to co-facilitate a bi-weekly telephone program for clients, starting in June 2020. This program ran until the in-person programs resumed in November 2021. He helped plan the activities for the telephone program and took the lead to facilitate. Engaging virtually can be a struggle and one very isolated client and his care partner only joined this program due to the volunteers running it.

One of our clients responds positively to music; it calms him and provides respite for his wife. Brendan volunteered his time to load a music player with songs he knew this client would love. Our client's wife puts his music player on when she needs to do some household jobs and she knows he will be safely listening in his chair while she does chores.

Once we returned to in-person programming, Brendan continued to donate his time outside of his regular Thursday shift with the gift of music. He has created several CDs for our exercise program to keep the clients exercising to a good beat. He has created CDs for lunch-time music. He is known as DJ Brendino! He took his love of music to help create two musical BINGO (Oldies and Holiday themed) activities for our client.

Brendan is flexible and always willing to take on new tasks to support staff, such as leading group activities or presentations.



Pictured above from left to right: Eva James Award Winner **Brendan Walsh**, and Director of Client Services **Andrea Nelson**.



The Eva James Award

Volunteer and Student Services



While 2022 - 2023 has been a rebuilding year for the Volunteer & Student Services Program, we have had many exciting accomplishments. We have seen the reopening of many of our programs that volunteers participate in. We have doubled the volunteer hours contributed to our program this year as well as welcomed approximately 40 new volunteers to our team.

Volunteer Canada states "Each action we take impacts our communities overall wellness for now and future generations."

We have one of the largest catchment areas coming in at 1,084 square kilometres. Volunteers drove over 77,984 kilometres last year, contributed 10,178 hours of time, and donated back to the centre \$4,317.

Volunteers deliver over 2,500 meals per month to our clients, providing not only the meal, but a friendly face and chat to our clients.

We have 116 volunteers which is a little less than our pre-pandemic count, but we are growing in numbers every month.

We have just over 100 staff, so you can see that our volunteer support is critical in the services we are able to provide to the community.

Some of the most important things that volunteers provide to clients cannot be measured in numbers and that is:

Building Capacity for our clients and the community, providing relief to family members, providing the friendly smile when delivering meals, or the conversation when providing rides, it is allowing people to maintain their sense of independence and building connections in the community.

National Volunteer Week was April 17th to the 21st. The theme of this year's National Volunteer Week was "Volunteers Weave us Together". We can truly see this as you go out into our communities and thread together connections.

We celebrated by hosting our Annual volunteer appreciation breakfast for the first time in 3 years at ALE, Amberwood Lounge & Eatery, in Stittsville. It was an amazing time and was wonderful to see so many of our volunteers in person.

Counselling Services

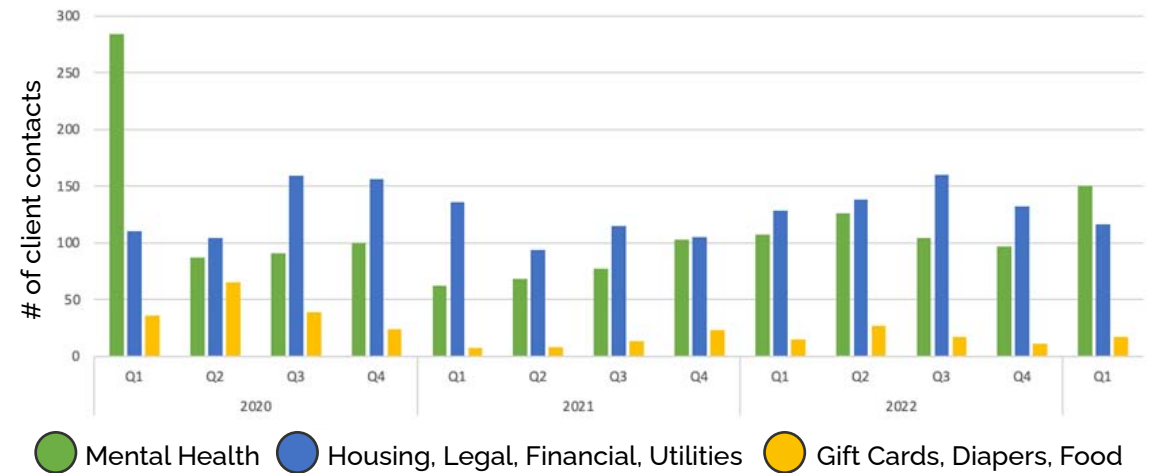


It is clear that the COVID-19 pandemic has had a significant impact on mental health and well-being, as seen through the increase in calls related to food security, financial stress, and mental health concerns. It is reassuring to see that Counselling Services has been able to adapt and provide support to those in need, as evidenced by the increase in unique and total contacts in 2022.

The upward trend in the number of unique individuals seeking counselling services in the first quarter of 2023 suggests that the need for mental health support is still prevalent.

The team's participation in Autism Spectrum Disorder (ASD) training and Cognitive Behavioural Therapy (CBT) for short-term counselling is a positive step towards providing effective and evidence-based support to clients. It is crucial for Counselling Services to remain up-to-date with the latest research and training to provide the best possible care to those seeking support.

**WOCRC Counselling Services Team
Reasons for Client Contact per Quarter**



This graph indicates the number of clients and their concerns. Jan 2020 - Dec 2022

The VAW Program (Violence Against Women)



Over the past year, the Violence Against Women (VAW) team has worked hard to continue offering high-quality, flexible support to people affected by gender-based violence (GBV). The VAW team returned to the office after working from home and successfully implemented a hybrid work model, providing in-person supports to women and their children, while maintaining the option of virtual/hybrid support. The team was able to quickly pivot and re-adapt to in-person services, and ran an in-person support group in the Fall of 2022.

In 2022, the team worked on reconnecting and rebuilding after a challenging few years. Our team members remained active participants on external committees within the GBV sector such as the Ottawa Coalition To End Violence Against Women (OCTEVAW) Front Line Support Committee, Comité Réseau, the Domestic Violence Advocate Case Review, the High Risk Domestic Violence Table and the Ottawa Police Service Advisory Committee. Opportunities for professional development were even more important from a networking and connection standpoint to break post-pandemic isolation. The VAW team built capacity by attending training around economic abuse screening tools, distribution of intimate images and consent, and collaboration efforts with Indigenous Elders to provide culturally informed supports to survivors of GBV.

The VAW team continues to provide public education and outreach to shine the light on issues related to gender-based violence. One of the VAW counsellors provided a series of French psycho-educational workshops to Global Affairs Canada employees on the topic of gender-based violence. The VAW team provided consultation to a local housing provider on their internal training for supporting survivors of GBV. Our children's counsellor continued to provide support groups to mothers and children who have witnessed violence, while our VAW counselling team provided over 1000 hours of counselling to survivors of violence, fighting tirelessly to end GBV and support those affected by it. Our Transitional and Housing Support Program saw such a high volume of referrals that referrals were suspended for a short time.

The VAW team welcomed a new team manager in January 2023. They are excited to continue reconnecting with the GBV sector and strengthening existing partnerships, while exploring other exciting opportunities for collaboration.

The Adult Day Program



The Adult Day Program receives continued feedback from care partners that our programs make a positive difference in both their and their loved one's lives, and that they appreciate the opportunity for socialization and respite.



Left: Attendees of the Adult Day Program sitting down to lunch.



Bottom: Cowboys at the ADP Corral



Community Support Services

There were 628 drives from West Carleton supporting 43 clients.




Community Support Services

Transportation drove 336 clients to appointments for a total of 5,122 drives.




Chrysalis House

45 women and 37 dependents received shelter.



Violence Against Women (VAW)

312 women were served through VAW counselling.



Community Development

of contacts made by our community development team

195



Community Support Services

828 unique clients were served Meals on Wheels.




Community Support Services

32,091 meals delivered.



EarlyON


4,189 visits by children and 3,771 visits by adults.



Community Support Services

of attendances at Adult Day Programs

2,815



Community Support Services

Foot Care served 185 unique individuals through 505 appointments.



Counselling Services Team

1,140 contacts were made by the Counselling Services Team.



Children's Aid Society (CAS) + Violence Against Women (VAW)

221 contacts were made by our Child and Youth team.



WOCRC /CRCOO

of client interactions

77,509





Our Annual Report has expanded this year to include the WOCRC's on-site partners. This space is their opportunity to highlight what they do, how they support the community and their clients, and how beneficial it has been for them to partner with the WOCRC.

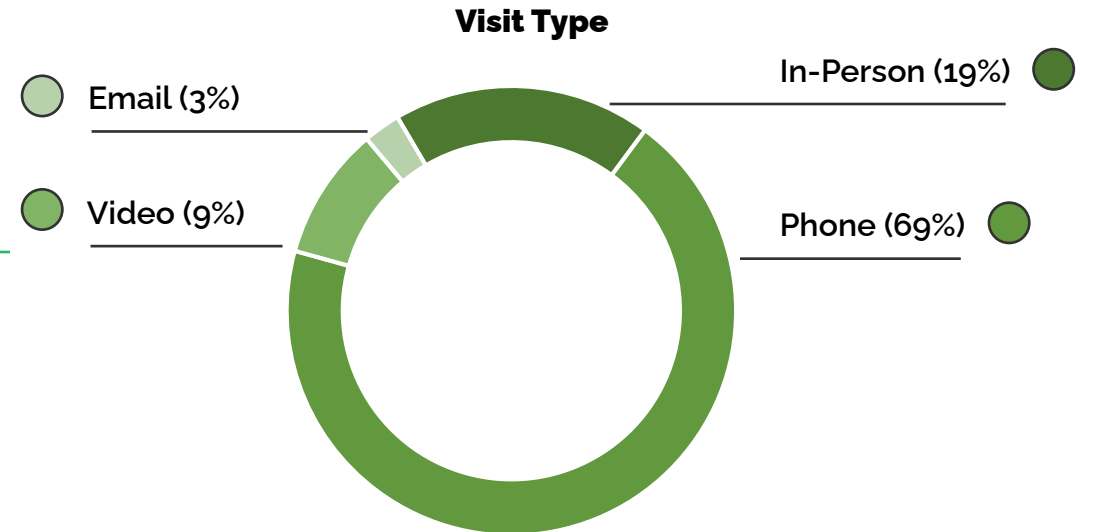
The Community Diabetes Education Program of Ottawa

The Community Diabetes Education Program of Ottawa (CDEPO) provides individual and group programming to adults 18 years of age and older with type 2 Diabetes and Prediabetes to help them manage this chronic disease, live healthy, and avoid complications. CDEPO provides services at various locations across Ottawa, with teams based out of Community Health Centres and Community Resource Centres.

The Western Ottawa Community Resource Centre is one of the locations from which the CDEPO team provides diabetes education services. Currently, there are 4 Diabetes Educators who primarily work from the WOCRC and provide in-person and virtual care. Post-pandemic as of June 2022, CDEPO started providing in-person visits again.

The data presented on the opposite page is from the period of Jun 13, 2022 to Mar 13, 2023. Educators have provided care both in person and virtual (by phone, video and communication via email) to a total of 376 clients and 163 unique clients at WOCRC.

CDEPO is committed to excellence in providing accessible, timely diabetes education and self management to support the community. They service their diverse communities in French, English, and several other languages. CDEPO has a behavioural focus to promote self-care behaviours that can help people achieve targets for staying healthy. CDEPO Diabetes providers (Diabetes Nurse Educator and Diabetes Dietitian Educator) work as a team to provide care. The team also includes a Registered Kinesiologist and a Social Support Worker.



| Visit Types | Counts | % |
|--------------------|------------|-----|
| In Person | 70 | 19% |
| Virtual | 306 | |
| Phone | 260 | 69% |
| Video | 36 | 9% |
| Email | 10 | 3% |
| Grand Total | 376 | |

CDEPO is grateful for the WOCRC's continued partnership in serving the Western Ottawa community.



In 2022, Andrew Fleck Children's Inclusive Support Services (CISS) moved six more staff members to the second floor offices at the Western Ottawa Community Resource Centre (WOCRC). The opportunities for team members to meet, collaborate and debrief informally has been a bonus for CISS! The 13 Resource Consultants who work out of these offices support licensed child care programs with the inclusion of children with special needs. Currently, these consultants are supporting 207 children at 115 programs in the West and South areas of the city.

The team at the Western Ottawa Community Resource Centre from the front desk to IT and facility support have all been extremely welcoming and supportive.

Thank you!



For many years now, the Youth Services Bureau's mental health team has had an office at the WOCRC. The YSB staff working out of this office area are all registered social workers or psychotherapists who provide client-centred counselling and therapy services for youth aged 12 - 17 and their families / caregivers who are dealing with a variety of mental health concerns. Having access to office space at the WOCRC makes it easier for youth and families who live in the west end to access our services closer to their homes.

We are extremely thankful for strong community partnerships with organizations such as the WOCRC, which increase our capacity to meet youth and families / caregivers as close to home as possible in safe, inviting and welcoming spaces.



In 2022, The Dementia Society provided education programs and support groups to caregivers and people living with dementia at the Western Ottawa Community Resource Centre.

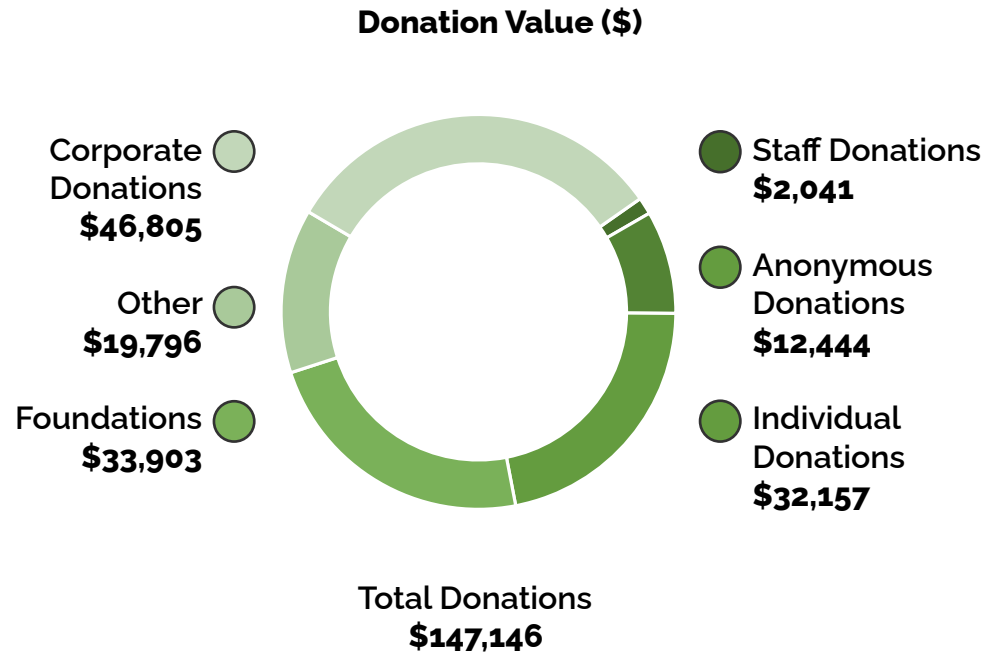
It is with the flexibility and support of the staff at the WOCRC that Dementia Care Coaches were able to provide 12 sessions to over 50 caregivers and people living with dementia in the west end of Ottawa.





The WOCRC is grateful for all of the individuals and organizations that give so generously to help support the programs and services that help so many in our community.

We would like to thank and highlight some of the contributors here.



- Homespun Ice Cream
- Kanata Hazeldean Lions Club
- Kanata - Carleton Federal Women's Club
- Kiwanis Club of ByTown
- 122449 Knights of Columbus
- Knights of Columbus Council
- Ottawa Woodwind Project
- Rotary Club of Ottawa - Stittsville
- St. Mary's Anglican Church
- St. Michael Catholic School
- Stittsville United Church
- Veritas Technologies
- Xilinx

Sponsors

- Apple
- Enbridge Fueling Futures
- Enterprise Holdings Foundation
- Jameel Insurance & Financial Services Ltd.
- Kanata Community Christian Reformed Church
- Kanata Seniors Craft Group
- Ottawa Carleton Detention Centre
- Pointer Creative Inc.
- Royal Canadian Legion - Branch # 638
- Stittsville United Pentecostal Church

Patrons

- Ontario REALTORS Care Foundation
- St. Paul's Anglican Church

Benefactors

- RBC Foundation
- Royal LePage Shelter Foundation
- Shoppers Drug Mart 5709 Hazeldean Rd

Supporters

- Bells Corners United Church UCW Marion Dugas
- Bethel St. Andrews United Church
- Campbell Chiropractic Health Centre
- Canadian Confederation of University Women - Kanata
- Christ Church Ashton
- Heartbreakers Pizza

Funders



The WOCRC receives funding from numerous sources. This funding, along with the generous contributions from donors, allows us to continue the work of serving the communities in far west Ottawa.

Municipal

City of Ottawa



Provincial

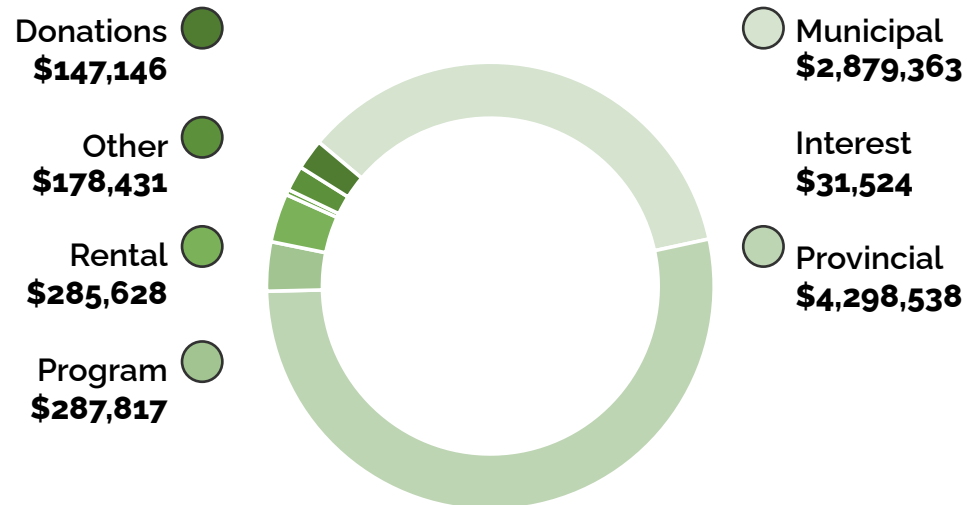
Ontario Health East

Ministry of Children, Community and Social Services

Ministry of Agriculture, Food and Rural Affairs



2022 - 2023 Funding



Testimonials



"Denise gave us some feedback on her way out yesterday. She said she had had a very difficult day and wanted us to know how much she appreciates the partnership she has with WOCRC. She is very grateful for the wonderful support she gets from Colleen (EarlyON) and Reception staff."

"My partner was in great spirits after the program. He enjoyed the interaction with the other clients and had a couple of funny stories about the morning. Crafting is definitely not at the top of his interests, but he's knit me a lovely hat! I was also thrilled to hear about the exercise session. A group exercise session is a fun way for him to stay engaged. I would say the program was a great fit for him and he was upbeat for the rest of the weekend after being there. He's looking forward to the next session and already asked me if I knew what was planned. Thank you for what you do. It is hard to describe the difference it made for both of us for the entire weekend."

"It was great to talk to a client perhaps not feeling well or a bit uncomfortable and be able to share a smile or a laugh for a minute or two. A couple of (for a time) regular clients in particular would seem to brighten up and laugh at some gentle jokes, I suppose appreciating a bit of social time and a warm meal in the day. It always seemed very worthwhile."

